BLUEBIRD

www.mypidion.com

## Counter Top Payment Terminal

# CT360

## User's Manual

- Please read the following warnings before using the product.
- Shapes and colors of the images shown in this manual may differ from the actual products.
- Contents of the manuals may differ based on the software version of products or conditions of the wireless provider.

- This user manual is protected by copyright.
- This user manual has been created by the Bluebird Inc. We have done our best not to create typos, editing errors, and leaving out any information. Please understand if there are any inconveniences.
- This product's program is legally protected. Illegal copying, transmitting, or erasing of the program is prohibited.
- This product's partial functions might have problems from the environment, user program, and other machines.
- This radio equipment will not be able to use related to the safety of life because there is possibility for radio interference.

## REGISTERED TRADEMARK

BLUEBIRD is an emerging global brand, striving to lead the market in performance and mobility. Their products represent reliability, innovation, and innovative technology. Pidion is a registered trademark from the global brand of Bluebird Inc. and is copyright protected.

## User's guidance

| Device type | User's guidance |
|---|---|
| **Class B Device (Household Information and Communication Device)** | This device has qualified the electromagnetic wave suitable registration and can be used as a household device at a residential area as well as any other areas. |
| **Type registration** | This wireless device may cause propagation interference, and so, it cannot be used for life-saving services. |

※ Please read warnings and cautious before use.

## **FCC** (Federal Communications Commission)

This device complies with Part 15 of the FCC`s Rules. Operation is subject to the following two Conditions:

1. This device may not cause harmful interference, and
2. This device must accept ant interference received, including interference that may cause undesirable operation.

This device complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

The antenna must be installed such that 0 cm is maintained between the antenna and users, and the transmitter module may not be co-located with any other transmitter or antenna.

End users cannot modify this transmitter device. Any Unauthorized modification could void the user`s authority to operate this device.

## CE

Hereby, Bluebird Inc. declares that this CT360 is in compliance with the essential requirements and other relevant provisions of directive 1999/5/EC.

Use only power supplies listed in the user manual.

Adaptor Info

- Manufacturer : PHIHONG (Switching Power Supply)
- Model : PSAC30U-090
- Input : 100-240 V~, 50~60Hz, 0.8A
- Output : 9V ⎓ 3.0A

# Contents


Notice Before Using Device ..... 5

Precautions Before Using Battery ..... 6

About the product ..... 7
1. Checking components ..... 7
2. Checking names of parts ..... 8
3. Buttons ..... 9
4. Connection Ports ..... 10
5. Establish Telephone Line Connections ..... 11

Changing the printing paper ..... 11
1. Opening the Printer Cover ..... 11
2. Closing Paper Roll Cover ..... 12
3. Direction for Receipt Cut ..... 12

Paying with card ..... 13
1. Paying with MSR ..... 13
2. Paying with IC Card ..... 13

Learning Basics ..... 14
1. Insert / Remove the battery ..... 14
  1-1. Insert the battery ..... 14
  1-2 Removing the battery ..... 14
2. Insert / Remove the USIM card ..... 15
  2-1. Insert the USIM card ..... 15
  2-2. Removing the USIM card ..... 15
3. Insert / Remove the microSD card ..... 16
  3-1. Insert the microSD card ..... 16
  3-2. Removing microSD card ..... 17
4. To Connect the Terminal Power ..... 18

Device Specifications ..... 19

Q & A ..... 20

Service Center ..... 21

Warranty Certificate ..... 23

# Notice Before Using Device

This information is for your own safety. Please observe the following precautions.

- This device is qualified for the standard of the safety of human body against electromagnetic wave. For your own safety, please use certified devices provided by headquarter.
  If not the case, we cannot guarantee your safety.
- Do not press power button on the device if the device is wet or do not touch adapter or power cord with wet hands. There is risk of electric shock.
- Do not remodel, take apart, or repair the device. Please refer to your customer service center.
  If not the case, you will not be able to get your free repair service.
- Please follow instructions when using the battery.
- Do not use your device at an explosive danger zone.
- In case your device is wet, do not put your device in heaters, microwaves, or etc to dry- there is a risk of explosion or it can be the cause of malfunction.
  (Please note there is a label in the device that changes color when it gets wet. In this case you will not be able to get your free repair service.)
- Do not use your device when boarding a plane or inside of hospitals.
- Please backup the data and information from your device.
  During the repair or upgrade, there is a slight possibility of your data being erased. (Ring tones, text/voice message, characters will be reset.)
- Please refrain from using your device while driving. If you are in an unavoidable situation, stop your vehicle or use your hand free kit.
- Do not use in places of high temperature and high humidity. The following can be the causes of malfunction: getting wet from the rain, spilling drinks, and taking it in with you at the sauna (high temp.)
  In these cases, you cannot receive your free repair service.
- Do not place credit cards, phone cards, bankbook, and tickets next to the device.
  The magnetic forces of the device can damage the information of listed item.
- Please avoid impacts or vibrations. When the device is not in use, unplug the power cord and place it at a safe place where it won't drop.
- Do not place your device at a dusty place. Keep your power cord away from any heating devices. Unplug the power cord when cleaning. If there are any dusts or residue clean the power cords pins thoroughly.
- When a battery is not in use for a long time, please charge and store it at room temperature. Even for fully charged battery, the lifetime can be decreased because of its own properties of voltage decrease.
- Do not paint your device. It can damage your screen or your device's exterior.
  Also, the paint can peel off and it triggers allergies. If there is allergic reaction, please find medical advice.

# Precautions Before Using Battery

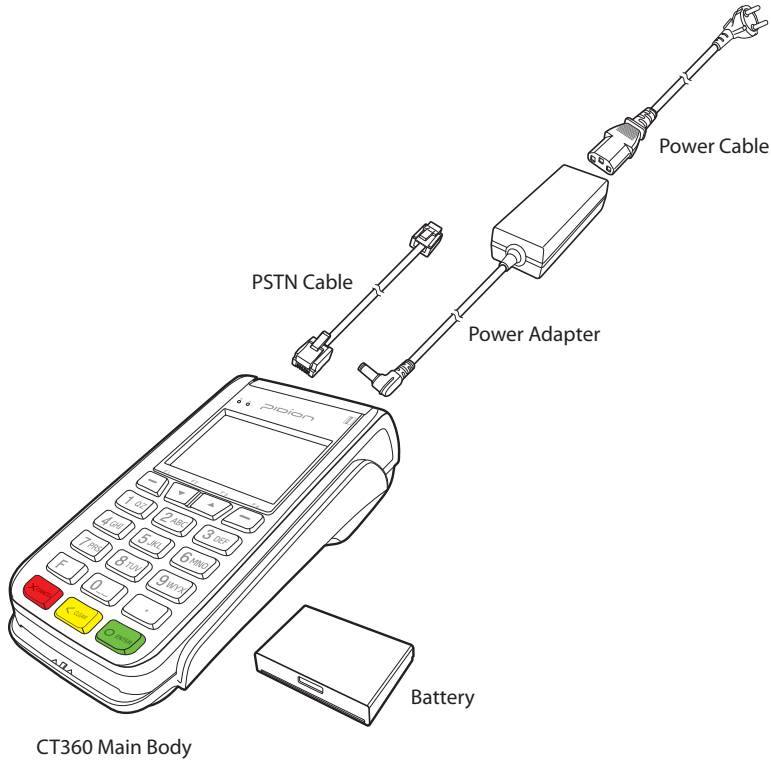
These are safety precautions in order to prevent a dangerous accident.
Please use the battery correctly and carefully observe the instructions.

- If the battery is taken apart by impact, applied heat, submersion, or hole-drilling, there is a risk of a dangerous explosion. Please keep away from children and animals.
- Leaving the battery in the vehicles under direct sunlight or any enclosed space with hot temperature can deform or break down the battery.
- Please do not make any improper contact on battery contact pin with necklaces, coins or any electric conductors. Do not give any impact by sharp object. There is a risk of explosion.
- Please use only the designated battery for the device.
  If the original battery is not used, the life of the device may decrease and there is a risk of explosion. (In this case you cannot receive the free repair service)
- When charging the battery, you must use the supplied standard power adapter.
  If the original adapter is not used, the battery life may decrease and may explode.
  (In this case you cannot receive the free repair service)

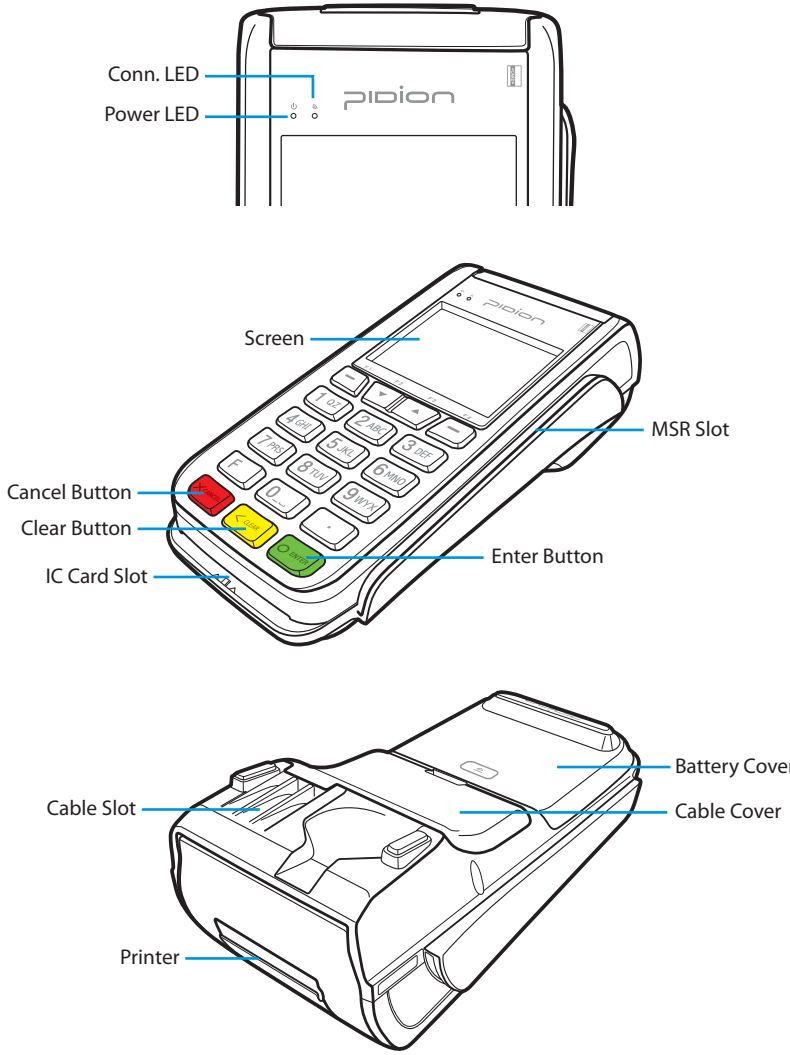
# About the product

## 1. Checking components

The images in this User's Manual may not reflect the color and shape of the actual product.
Please contact the Customer Care Center if you wish to purchase any additional or optional products.

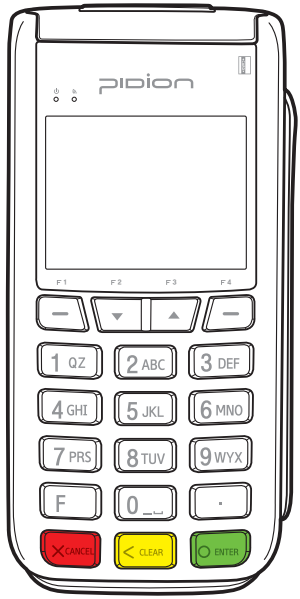


## 2. Checking names of parts



## 3. Buttons

The front panel includes the following features:




- A terminal display, Backlight LCD screen.

- Five types of keys:
  1. 12-key, numeric keypad.
  2. Four ATM-style function keys, labeled F1 to F4, below the LCD screen.
  3. Four unlabeled, programmable function keys above the keypad.
  4. Three color-coded function keys below the keypad (from left to right: CANCEL,BACKSPACE/CLEAR, ENTER).

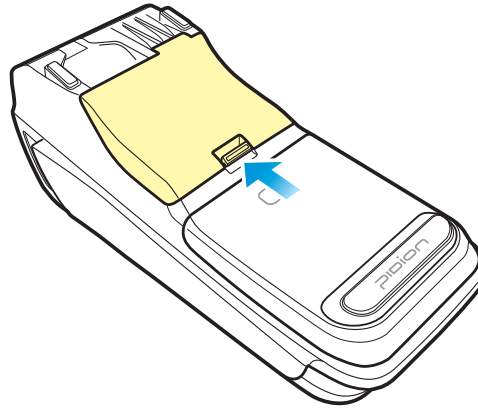
- Built-in MSR is located at the right side of the device. There is the icon shows you the proper way to swipe the card. It will be swiped down. The magnetic stripe of the card needs to be facing to the device while swiping.

- An internal thermal printer.

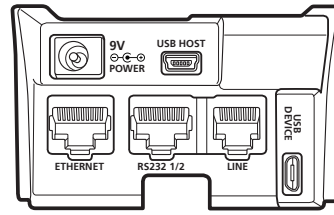
- Built-in IC card reader is located at the bottom of the terminal. There is the icon shows you the proper way to insert IC card.

## 4. Connection Ports

There are connection ports available on back side of the terminal. The ports are covered by protect cover.



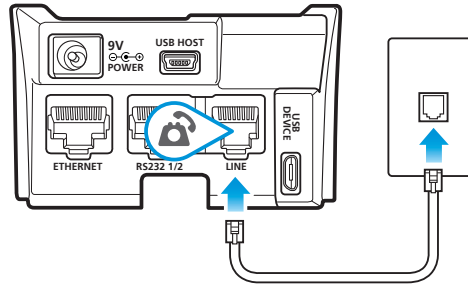
Various ports are provided in order to connect CT360 with any external peripheral devices, data communication or power supply.




Shows the connection ports for CT360 terminal.

### 5. Establish Telephone Line Connections

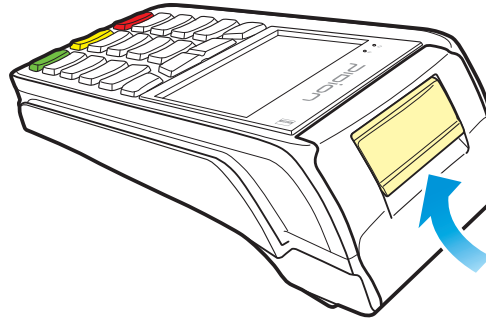
Connect the telephone cord to the communication port on the terminal, then route it directly to a telephone wall jack.




## Changing the printing paper

### 1. Opening the Printer Cover

Unlatch the paper roll cover located on the top of the terminal. Lift the cover up to open.

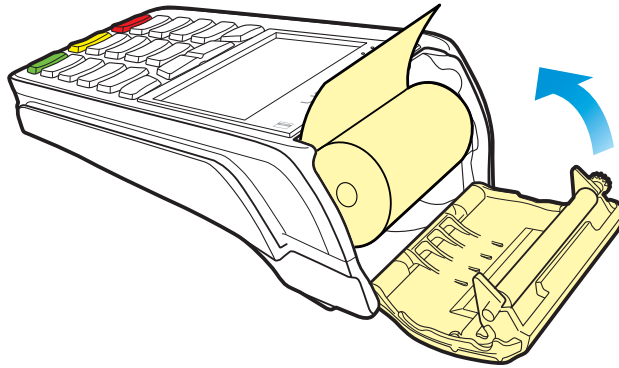


Remove any partial roll of paper in the printer tray by lifting up.

# Changing the printing paper

## 2. Closing Paper Roll Cover

Please be careful not to insert printer paper in the opposite direction.



Tear the paper off against the top case in the printer.

## 3. Direction for Receipt Cut

Pull the Receipt Toward the LCD.

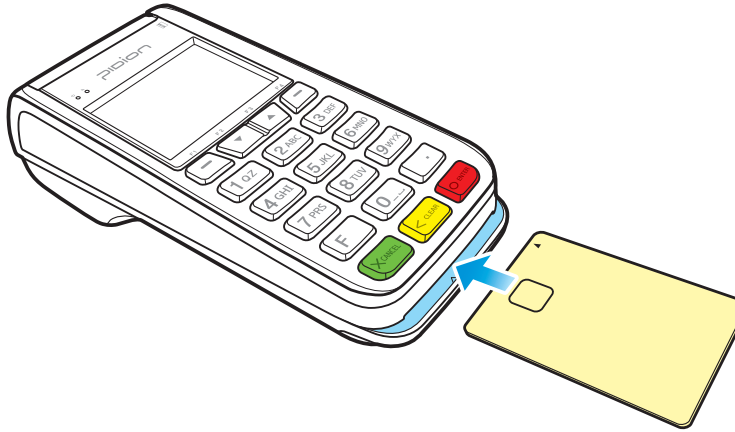
The printer cover can open if the Receipt is pulled backward.

# Paying with card

## 1. Paying with MSR

The card can be swiped in both directions.
Please swipe the card.

## 2. Paying with IC Card

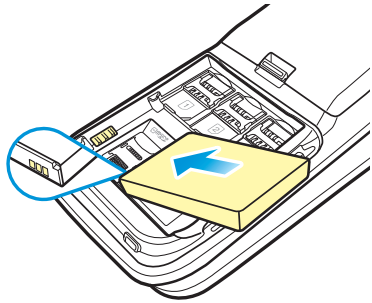


Insert IC card. IC chip needs to go in first.
Please make sure that insert the card all the way in.

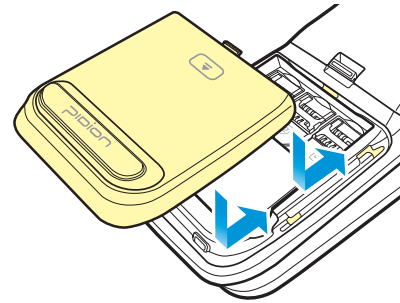
# Learning Basics

## 1. Insert / Remove the battery

### 1-1. Insert the battery

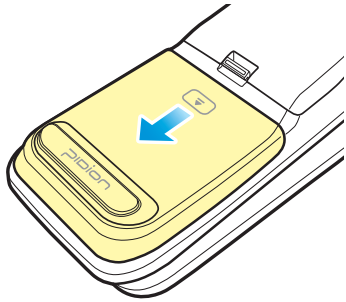


① Push your battery in the direction of the arrow.

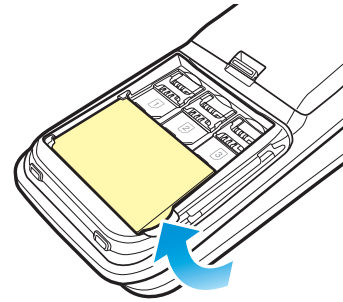


② Put on the battery cover in the direction on the arrows.

### 1-2. Removing the battery



① Slide down the battery cover to open it.

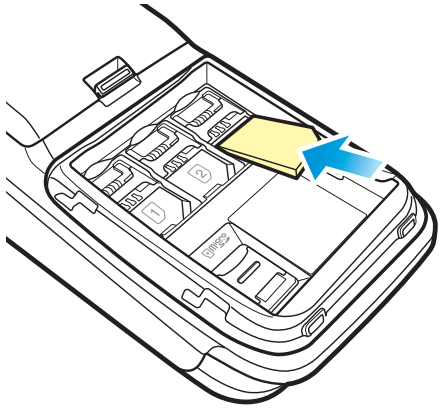


② Lift the battery in the direction of the arrow.

※ Optional : Battery [Code : 16519]

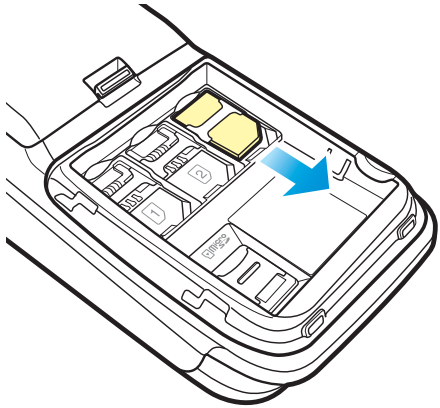
## 2. Insert / Remove the USIM card

### 2-1. Insert the USIM card



Place the USIM card on the holder then push down the holder.

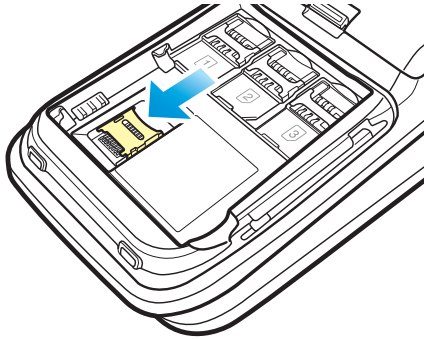
### 2-2. Removing the USIM card



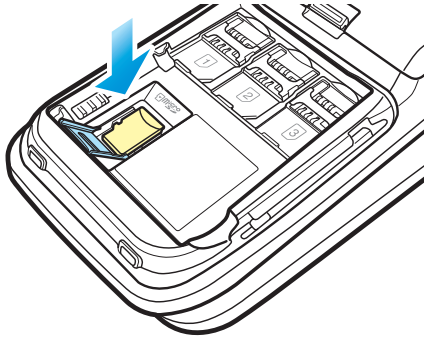
Push the top of the USIM card and slide it out from the holder.

## 3. Insert / Remove the microSD card

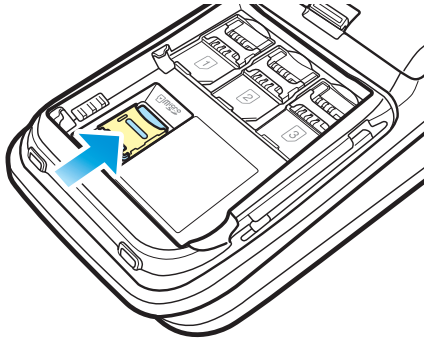
### 3-1. Insert the microSD card



① Open the storage card holder by lifting up the flap.

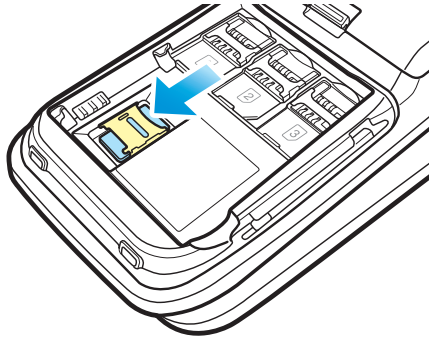


② Insert the microSD card into the storage card holder with its gold contacts facing out.

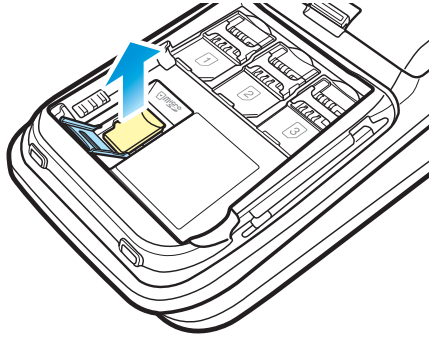


③ Lock the storage card holder by pushing it down into place.

### 3-2. Removing microSD card

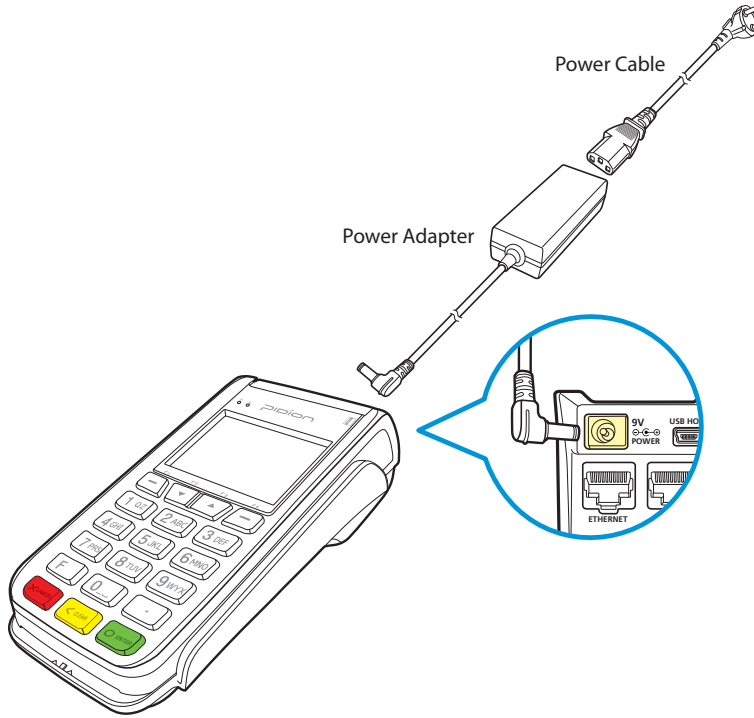


① With the USIM card and storage card compartment opened, lift the storage card holder flap to open it.



② Remove the microSD card.

## 4. To Connect the Terminal Power




As you see in the picture, connect the adapter with the power cable to charge the power.

- When The battery of the device is low, it may warn you with a ring and a message.
- The charging time can vary depending on the environment.
  A new battery is only partially charged. Please charge fully before using.

# Device Specifications

| | |
|---|---|
| **PAYMENT OPTIONS** | |
| MSR | • Bi-directional, Triple track (Tracks 1, 2, 3)CT360 |
| Contact Payment | • ISO 7816, 1.8V, 3V, 5V; synchronous and asynchronous cards;<br>EMV Level 1 and 2 type approved |
| Contactless Payment | • Optional,<br>• MasterCard PayPass M/Chip<br>• MasterCard PayPass MagStripe<br>• Visa payWave MSD<br>• Visa payWave qVSDC<br>• Pass-through access to ISO 14443-4 and MiFare/Felica cards,<br>for direct host terminal-based application access<br>• NFC(Near Field Communication), ISO18092 supported |
| Security | • 3DES encryption, Master/Session and DUKPT key management; PCI PTS 3.1 |
| **Performance Characteristics** | |
| Processor | • ARM9 32-bit, 533MHz |
| OS | • Win CE 6.0 Core |
| Memory | • 256MB (128MB of Flash, 128MB of DDR2) standard, can exceed up to 640 MB |
| Interface | • One Ethernet (10/100BaseT),<br>one telco, two RS-232 (one optional by extention cable),<br>one USB 2.0 Host port and one USB Device port |
| **Physical Characteristics** | |
| Dimension & Weight | • L184 x W86 x H63 mm (7.2 x 3.3 x 2.4 inch), 410g without paper roll nor cable |
| Display | • 320 x 240 pixel TFT LCD with LED backlighting, 2.8” |
| Keypad | • 3 x 5 numeric backlit keypad, 4 programmable-function keys |
| Backup Battery & Voltage | • 7.4V / 5,920mWh WHr Li-ion<br>• AC input 100 - 240 VAC, 50/60Hz; DC Output 9V 3A |
| Expansion Slot | • MicroSD |
| SIM/SAM Slot | • Optional, 3 SAMs or 1 SIM / 2 SAMs |
| Printer | • Integrated thermal with graphics capabilities,<br>33 lines/second, 24 or 32 columns; standard roll paper 58mm (2.25 in.) x 40mm |
| Audio | • Optional, Buzzer or speaker |
| **User Environment Characteristics** | |
| Operating Temp | • 0℃ to 50℃ / 32℉ to 122℉ operating temperature |
| Storage Temp | • -20℃ to 60℃ / -4℉ to 140℉ |
| Humidity | • 5% to 95% relative humidity, non-condensing |
| Durability | • Sealed keypad |
| **Integrated Radio Options** | |
| WWAN | • Optional,<br>GSM/GPRS/EDGE/UMTS/HSDPA/HSPA+ or CDMA/1X/EVDO Rev0/RevA |
| WLAN | • Optional, IEEE 802.11 b/g/n<br>• WEP 64/128, WPA and TKIP, AES, CCX |

Please ask your sales representative for the specs not listed above.

# Q & A

**Q** **Water went into my device. What do I do?**

**A** First, remove your battery from the device and dry them in a dry place. After drying for a period of time, try to turn it on. If it still does not turn on, the main-board or other parts needs to be replaced. Please contact to your service center.

**Q** **It won't turn on.**

**A** The program may be damaged. Please try resetting your device. If it still doesn't work, contact to your service center.

**Q** **It won't charge.**

**A** Make sure the power cable and your device has been connected correctly. Try cleaning your charging terminals. If it still doesn't work, your battery life might be finished or it can be a broken battery.
(The battery warranty is 6 months)

**Q** How do I get the repair service?

**A** You can send via a delivery service to headquarter. When sending the package, make sure you pay for the shipping fee in advance. When the repair is finished, headquarter will cover the shipping cost.

**Q** My battery drains very quickly.

**A** The battery can be drained quickly when the Wi-Fi or Bluetooth is turned on. If it drains quickly regardless of using the options above, please purchase another battery.

- If you have done the above and the device still does not work, please contact to the service center.
- After the 1 year warranty the repair service will be charged.

# Service Center

**Before Requesting After-Sales Service**

Before asking for after-sales service, please back up the data from the terminal. We do not back up data from the products received in the Customer Care Center. Therefore, we assume no responsibility for loss/deletion of data.

**Bluebird Customer Service**

- FAX : +82-2-548-0870
- E-Mail : mookseven@bluebird.co.kr
- Address : Customers service center, SSang-young IT twintower B 703, Sangdaewon-dong 442-5, Joongwon-gu, Sungnam-si, Keonggi-do, Korea

**Operating hours**

- Mon.-Fri. : 9:30 A.M. ~ 6:30 P.M. (GMT Time: +9 Hours)
  The center is closed on Saturdays, Sundays and holidays.

**Registering for After-Sales Service**

- We receive the products for after-sales service through mail, delivery service and hand carry only in principle.
- If you bought the product from any party other than the authorized dealer, you need to register the product before asking for after-sales service.
- Please enclose an evidence of purchasing or the receipt to the product for after-sales service.
- Please enclose the name, telephone number, address and symptom for prompt service.
- You can ask for after-sales service through the dealer or the Customer Care Center in the head office.
- Do not intentionally damage the label on the product.
- Damaged label may result in a disadvantage to the customer.
- When you return the product to Bluebird for service, please put the product in a protective box.
- No warranty will not be provided for any damage occurring during delivery. We recommend you to use the box and protective cover supplied with the product.
- Make sure to deliver the product in a safe way. Bluebird assumes no responsibility for loss of the product during delivery.

# Service Center

**Charged Service**

1. If it is not a default, it will be charged when requesting for after-sales service.
   - Service request due to inappropriate use of the customer
   - Loss of a PIN number
   - Use of programs that might effect the program (over-clock, forceful changes in the input of the system, personal developments)

2. Default due to a mistake on the part of the customer
   - Default due to inappropriate or careless use of the product (dropping, submersion under water, shock, damage, unreasonable operations, etc).
   - Default due to a repair or unauthorized technician.
   - Default caused intentionally or by carelessness of the customer.
   - Default due to the use of fraudulent parts or components.

3. Other cases
   - Default due to nature (fire, damage due to sea wind, flood damage, etc.).
   - Expendable parts have exhausted there life (batteries, antenna, or other component parts).

4. Regulations of treatment after charged service
   - If the same default occurs on the part that had been repaired within a 2 months(60 days) period, it will be provided with free of charge repair service.

**There will be no returning of goods or repayment upon the following situation**

- Removal of the sealing of the product if it had been sealed.
- If the product has been damaged due to careless use by the customer or due to a natural disaster (floods, rain, fire, etc.).
- Loss of product or other components (CD, diskette, manual, connecting cables, etc).
- Damage to the product after 10 days of purchase, the product will either be exchanged or provided with after-sales service (note, returning of goods or repayment is not allowed).

# Warranty Certificate

**Thank you for purchasing a product from Bluebird Inc.**

- If a circumstance arises where you lose a receipt or the certificate of guarantee, then the term of guarantee will be calculated 3 months (certified by the number of the manufacture, a certificate of inspection) after the date of manufacture.
- In case of accessories (such as batteries), only those that match the sales list managed by the service center will be eligible for customer service.
- A repair or an exchange of batteries that does not match the sales list of the service center due to the carelessness of the customer will be fully charged.

| | |
|---|---|
| Name of Product | Counter Top Payment Terminal |
| Name of Model | CT360 |
| Date of Purchase | |
| Manufacture Number | |
| Place of Purchase | |
| Term of Guarantee | 1 year from purchase |

**Warranty**

1. Bluebird Inc. (hereinafter referred to as Bluebird) provides the warranty service for its products in compliance with the regulations on compensation for damage of customer.
2. Upon receiving a notification on a defect of its product within the range of warranty during the warranty period, Bluebird will repair or replace the defective product according to its warranty policy.
3. If the defective product within the range of warranty is not repairable or replaceable, Bluebird shall refund the purchasing price within a designated period from the date of receiving a notice of defect.
4. Bluebird assumes no responsibility for repairing, replacement or refund until it receives the defective product from the customer. The replacement shall be equivalent to a new product in the aspect of performance.
5. Warranty of Bluebird is valid in the countries where the Bluebird products are distributed by Bluebird. (Contract for additional warranty service like field service)
6. Bluebird products may contain the recycled products, components or materials equivalent to new products in the aspect of performance.
7. This warranty is applied to software products only when the programming commands are not executed. Bluebird does not guarantee interruption-free or error-free performance.

BLUEBIRD

## Customers Service Center

Hours
Mon. ~ Fri. : 9:30 A.M. ~ 6:30 P.M.
(GMT Time: +9 Hours)
We are not open on Saturday,
Sundays and National Holidays.

Address
Customers service center, SSang-young
IT twin tower B 703, Sangdaewon-dong
442-5, Joongwon-gu, Sungnam-si,
Keonggi-do, Korea

Bluebird constantly strives to bring
utmost satisfaction to all our customers.